

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: CHENG

Serial Number: 09/607,914

Filing Date: June 29, 2000

Title:

METHODS AND SYSTEMS FOR CUSTOMER LIFECYCLE
DEFINITION AND CATEGORIZATION

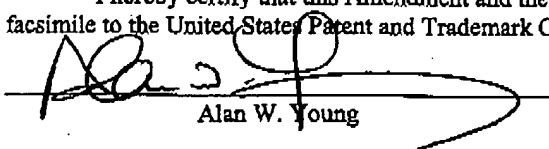
Group Art Unit No.: 3623

Examiner: SHAFFER

Att'y Docket: ORCL5638

CERTIFICATE OF TRANSMISSION

I hereby certify that this Amendment and the document(s) referred to herein is/are being transmitted by facsimile to the United States Patent and Trademark Office TC3600 Fax No. 703-872-9327 on October 30, 2003.


Alan W. YoungOct 30, 2003
Date

Honorable Commissioner for Patents
PO Box 1450
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Alexandria, VA 22313-1450

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TRANSMITTAL LETTER

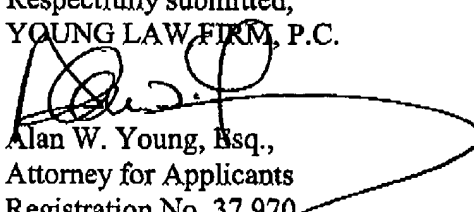
Sir:

In response to the Office Action dated July 2, 2003, Applicant submit herewith the following:

- 1) Amendment After Final (18 pages), and
- 2) PTO Form 2038 authorizing the USPTO to charge the 1.17(a)(1) fee for a one-month extension of time to the credit card specified therein (1 page)

If any unresolved issues remain, please contact Applicant's attorney at the telephone number indicated below.

Respectfully submitted,
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